



STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

Working Title

Human Resource Generalist

Job Code Title

Human Resource Specialist

Pay Band

06

Job Code Number

131776

Director's Office

Office of Human Resources and
Organizational Development

Fair Labor Standards Act

Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Director's Office supports the agency's Director and is composed of five work units: Legal Services Office; Office of Tax Policy and Research; Office of Human Resources and Organizational Development (HR); Office of Taxpayer Assistance; and the Executive Office. The Office of Human Resources is responsible for a variety of human resources duties including organizational and workforce development, employee and labor relations, staffing, employment law, performance management, compensation, and training and development.

Job Responsibilities

The Human Resource Generalist provides support in assigned areas including classification; compensation; employee discipline; performance review administration; consultation and mediation; grievances and appeals; workforce and succession planning; policy development, interpretation, and implementation; and meeting regulatory requirements including FMLA, the Americans with Disabilities Act (ADA), Fair Labor Standards Act (FLSA), Equal Employment Opportunities/Affirmative Action (EEO/AA). The position is supervised by the Human Resource Manager and does not supervise other staff.

• Personnel Administration 40%

1. Researches, gathers, documents, and analyzes information on selected topics. Provides data, analyses, and recommendations for changes and improvements in human resource programs and practices. Works on teams to review human resource processes, determine effective and efficient methods to enhance existing business processes, and develop new methods and procedures. Meets with staff from other divisions and departments. Participates in reviews, planning, and goal setting; and provides information and advice on human resource issues.
2. Provides technical assistance in administering the department's compensation program by recommending and developing occupational categories, salary levels and justifications; documenting Individual Band Placement (IBP) levels; and recommending changes to the agency pay plan and IBP process as needed. Provides training and information on the department's pay plan and compensation policies to managers and employees.

3. Assists in the administration of the performance review system. Trains supervisors and managers on the process while promoting compliance with timelines.
4. Coordinates workforce development plans such as succession planning, career ladders, and professional development plans to ensure adequate staff, expertise, and skills are available to meet department needs, to provide employee development and advancement opportunities, and to enhance recruitment and retention efforts.
5. Develops job profiles and performs job analysis and classification of positions. Coordinates with incumbents and supervisors to gather information as needed. Answers classification grievances at step one and works with the Department of Administration if the grievance goes to the Board of Personnel Appeals.
6. Provides technical assistance to lower level human resource and payroll/benefits positions. Provides training and guidance on policies and methods and their application including discussing priorities, making referrals to appropriate sources of information, and resolving problems.
7. Coordinates the monthly HR newsletter to communicate and inform managers of personnel, payroll, and benefit issues by suggesting topics, gathering information, composing articles, and distributing to all department managers.

- **Consultation 30%**

1. Exercises tact and professionalism in maintaining working relationships, communication, and contacts with HR and department staff. Promotes the department's mission for developing and maintaining good customer relations.
2. Consults with HR Manager when issues arise to ensure that the department is pursuing the proper courses of action.
3. Properly exchanges and disseminates necessary information keeping pertinent parties informed of status of activities.
4. Researches potential violations of internet and e-mail abuse throughout the department. Creates reports and makes recommendations to management regarding the appropriate disciplinary or coaching actions to take with employees.
5. Assists managers on supervisory matters by advising on appropriate steps or actions to take. Interacts or negotiates with employee representatives. Facilitates dialog between supervisors and employees in a mediation role.
6. Confers with employees, employee representatives, and OHR Manager on problems and grievances where appropriate. Maintains amicable relationships with labor representatives when involved.
7. Assists in ensuring consistent and fair application of policies are applied to individual circumstances.
8. Assists the office in interpreting pay plan rules for agency management.
9. Counsels employees on training and career development issues.

- **Training 15%**

1. Develops and conducts training sessions such as writing job profiles, classification, performance appraisals, etc. to communicate and inform employees and management by creating and revising existing training materials.
2. Determines the content of courses through research into subjects. Develops and delivers, or coordinates the delivery of, training curricula to meet the needs of target audiences including classroom presentations, workshops, practical exercises, tests, etc. Tailors the course to the audience, ensuring participants have the ability to provide input, and determines the materials used and the format they will be presented in.
3. Works with the Human Resource Manager and Training Specialist to create specific employee training for the purpose of improving the management, leadership, and supervisory skills of the department's management and non-management personnel.

- **Policy/Collaboration 10%**

1. Analyzes policy and recommends new and appropriate policy and procedure changes. The incumbent has regular communication, reporting, and accountability to the Human Resources Manager.
2. Investigates and analyzes problems and complaints related to human resource practices to provide solutions and alternatives and report findings.
3. Assists with organizational development by implementing and maintaining succession plans, counseling on career development, and identifying relevant career paths.
4. Professionally represents HR at meetings, conferences, hearings, and other proceedings and events when directed by supervisor.
5. Advises management and employees on compliance regarding human resource issues, related laws, policies, and procedures.
6. Explains personnel policies and procedures to management and employees. Provides technical assistance and guidance in the application of appropriate policy to ensure compliance.

- **Other Duties as Assigned 5%**

1. Performs a variety of other duties as assigned by management.

Job Requirements

To perform successfully as human resource generalist, the incumbent must be self-motivated; possess a strong work ethic; maintain effective working relationships with other employees, the public, and other state and federal agencies; and enjoy working with, and for, the public. It is essential that the incumbent have the ability to research and evaluate information; interpret and apply policies; conduct analyses using inductive and deductive reasoning and be an innovative thinker. Must have the skills to manage multiple projects, tasks, and priorities; meet deadlines; perform mathematical calculations; and be detail oriented. The capacity to organize work; accept interruptions and regain momentum; focus efforts on attaining goals; cope with upset customers; communicate in a courteous and professional manner, both orally and in writing; resolve conflict; research, compile, and analyze data from multiple sources to identify and resolve a wide variety of problems issues; and work productively independently and in a team are all important to successfully fulfilling the duties of this position. Incumbent must exercise discretion and judgment in handling confidential and sensitive information.

This position requires knowledge of human resource management principles and practices related to supervision, labor and employee relations, training, performance reviews, recruitment and selection, employee benefits, compensation, and employee discipline handling; state and federal human resource regulations, policies, and practices; retention strategies, employment law; business law; applicable; public relations and communication; and general management practices including setting goals, developing work plans and priorities, developing procedures, performance management, organizational development, project management, and internal department systems.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is a bachelor's degree in personnel management, business or public administration, labor relations, or directly related field and three years of job-related work experience.
 - Work experience should be made up of policy writing and interpretation, classification and compensation, employee relations, FLSA, FMLA, ADA, recruitment and selection, training, and investigations.
 - Other combinations of education and experience will be evaluated on an individual basis.

Department Core Values

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.

- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. Considerable mental stress and pressure due to issues, workload, deadlines, time constraints, controversial or adversarial situations, conflicting priorities, and significance of decisions made. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use. May spend considerable time on the phone. Lifting is infrequent, less than 15 pounds and includes carrying light items such as papers and books. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- **Background Examination:** Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- **Compliance with All Appropriate Montana Tax Laws:** An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Human Resource Manager Review: The statements in this job profile are accurate and complete.

Signature: James Fehr, Human Resources Manager Date: August 2010

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resource Director Date: August 2010

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____ Date: _____

Name (print): _____